APPENDIX A CROSS-CUTTING OPPORTUNITIES

The Department's cross-cutting issues and opportunities are specific and actionable. One or more IT initiatives will likely arise from each of them.

Provide an infrastructure that will allow veterans to conduct business with VA electronically, to access and/or update personal information and to process transactions, and provide a unified and consistent view of this information.

- Internet home page
- VA Corporate Information Repository
- 800 telephone services
- Kiosks
- PKI
- Common Customer Service Environment (CSE) Graphical User Interface
- Expert system for determination of potential benefits eligibility

Provide for employee and managerial self servicing.

- Direct access by employees to their records in human resources systems
- E-mail and office automation tools that improve productivity individually or collaboratively

Provide for an infrastructure that will allow for internal (VA-wide) sharing of information.

- Master Veteran Record (MVR)
- Integrated Department-wide E-mail system
- VA Web site
- Intranet
- Electronic record-keeping
- Video-conferencing
- Gateway-resident CSE transaction broker and interface engine
- Workflow automation for process integration and standardization

Coordinate and manage the flow of automated information between VA and other government and non-government agencies to set cross-agency priorities.

- DoD initiatives (DD-214, transfer of medical records, discharge physical)
- Social Security matching
- Department of Treasury interfaces
- State and local governments (video-conferencing, optical imaging, telemedicine)
- National and state Veteran Service Organizations (video-conferencing)
- Private hospitals (video-conferencing, optical imaging, telemedicine)
- State welfare agencies
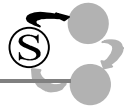
APPENDIX A CROSS-CUTTING OPPORTUNITIES

Create an electronic commerce technologies program to accelerate elimination of paper transactions.

- Electronic funds transfers and Electronic Data Interchange (EDI)
- SMART cards
- Purchase cards
- Electronic benefits applications

Ensure that VA core systems and their services will not be disrupted.

- Risk assessments
- Contingency planning
- Security planning

Ensure access to service record and eligibility data, to include:

- Enrollment
- Beneficiary Identification and Records Locator System (BIRLS)
- Authoritative Copy of Record for customer ID data
- Electronic imaging, indexed storage, and VA-wide retrieval on demand of claims folders

Ensure state-of-the-art wide area network capacity and services to meet existing and future needs.

Consolidate and integrate business processes across organizations through the use of information technology.